

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S7	0	("2005/0027816").URPN.	USPAT	OR	ON	2007/06/18 10:13
S10	1	S9 not S8	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/06/18 10:26
S8	26	IT adj Service adj Management	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:26
S11	9	information adj technology adj infrastructure adj library	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/06/18 10:27
S13	3302	applications adj management	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/06/18 10:37
S12	0	S11 and (S1 S2 S3 S4 S5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/06/18 10:37
S14	152	itil	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:40
S16	4472	Quality same ((IT technology information) near2 (Support Service ))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:45
S15	604	Quality same Management same ((IT technology information) near2 (Support Service ))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:45
S17	64	(Quality near2 Manag\$4) same ((IT technology information) near2 (Support Service ))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:47
S19	25	(service adj desk).ab.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:48

## EAST Search History

S18	424	service adj desk	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:48
S20	6	("2002/0123983").URPN.	USPAT	OR	ON	2007/06/18 10:49
S1	42	(US-20010045954-\$ or US-20020042755-\$ or US-20040019494-\$ or US-20020138290-\$ or US-20020038340-\$ or US-20030135428-\$ or US-20020133414-\$ or US-20020099735-\$ or US-20020013731-\$ or US-20010047285-\$ or US-20020128946-\$).did. or (US-5758329-\$ or US-6067525-\$ or US-6539386-\$ or US-5666493-\$ or US-6055519-\$ or US-5826085-\$ or US-6272665-\$ or US-6236901-\$ or US-6058373-\$ or US-5996316-\$ or US-6141663-\$ or US-5946663-\$ or US-5914878-\$ or US-5953236-\$ or US-3616944-\$ or US-5970475-\$ or US-5937393-\$ or US-5857197-\$ or US-5191534-\$ or US-5608898-\$ or US-5987423-\$ or US-5261080-\$ or US-6871187-\$ or US-5870717-\$ or US-5694551-\$ or US-6907315-\$). did. or (US-5960411-\$ or US-6085171-\$).did. or (WO-9957664-\$).did. or (JP-2001291022-\$ or US-20030105682-\$ or WO-9957664-\$).did.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:49
S21	514	ISO adj "900"\$2	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:52

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S2	48	<p>           (US-20040205657-\$ or            US-20020087381-\$ or            US-20050050210-\$ or            US-20020082895-\$ or            US-20020120480-\$ or            US-20040015556-\$).did. or            (US-7024670-\$ or US-6633878-\$ or            US-5995940-\$ or US-5826252-\$ or            US-6092048-\$ or US-6718535-\$ or            US-6591278-\$ or US-6167568-\$ or            US-6154753-\$ or US-6678714-\$ or            US-6222535-\$ or US-5765140-\$ or            US-6944622-\$ or US-6766334-\$ or            US-6256773-\$ or US-5848394-\$ or            US-7058588-\$ or US-5893074-\$ or            US-7031930-\$ or US-6405364-\$ or            US-6101481-\$ or US-6507845-\$ or            US-6370575-\$ or US-6308164-\$ or            US-6993723-\$ or US-6966061-\$).            did. or (US-5446903-\$ or            US-5890131-\$ or US-6578006-\$ or            US-6523027-\$ or US-6609128-\$ or            US-6092050-\$ or US-5563994-\$ or            US-5671360-\$ or US-6678698-\$ or            US-6675127-\$ or US-5548506-\$ or            US-5530861-\$).did. or            (JP-2002215881-\$).did. or            (WO-200133477-\$ or EP-841627-\$            or US-20040153354-\$ or            US-20040015556-\$ or            JP-2004362187-\$).did.         </p>	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:52
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S3	48	<p>(US-20050050210-\$ or US-20020082895-\$ or US-20020087381-\$ or US-20020120480-\$ or US-20040205657-\$ or US-20040015556-\$).did. or (US-5446903-\$ or US-5530861-\$ or US-5563994-\$ or US-6222535-\$ or US-5671360-\$ or US-5765140-\$ or US-5826252-\$ or US-5848394-\$ or US-5890131-\$ or US-5893074-\$ or US-5995940-\$ or US-6092050-\$ or US-6154753-\$ or US-6167568-\$ or US-6308164-\$ or US-6370575-\$ or US-6609128-\$ or US-6675127-\$ or US-6678698-\$ or US-6678714-\$ or US-6718535-\$ or US-6766334-\$ or US-6944622-\$ or US-6966061-\$ or US-6993723-\$ or US-7024670-\$). did. or (US-7031930-\$ or US-7058588-\$ or US-6092048-\$ or US-6405364-\$ or US-5548506-\$ or US-6507845-\$ or US-6578006-\$ or US-6591278-\$ or US-6101481-\$ or US-6256773-\$ or US-6523027-\$ or US-6633878-\$).did. or (JP-2002215881-\$).did. or (WO-200133477-\$ or US-20040153354-\$ or JP-2004362187-\$ or EP-841627-\$ or US-20040015556-\$).did.</p>	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:55
S5	23	<p>(US-20020052770-\$ or US-20050129212-\$ or US-20030065548-\$).did. or (US-6324282-\$ or US-6330326-\$ or US-6754331-\$ or US-5712985-\$ or US-5911134-\$ or US-6574605-\$ or US-6058370-\$ or US-5111391-\$ or US-7103562-\$ or US-5289368-\$ or US-7127059-\$ or US-6744878-\$ or US-5185780-\$ or US-6850613-\$ or US-5903641-\$ or US-6970829-\$ or US-6075848-\$ or US-6584191-\$ or US-7085728-\$ or US-5325292-\$). did.</p>	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:57

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S4	37	(US-20040102982-\$ or US-20020147632-\$ or US-20040062381-\$ or US-20020038217-\$ or US-20020123983-\$ or US-20020046244-\$ or US-20010032120-\$ or US-20010056367-\$).did. or (US-7200614-\$ or US-6603854-\$ or US-6269364-\$ or US-6782093-\$ or US-6308188-\$ or US-5301314-\$ or US-5239460-\$ or US-6963826-\$ or US-6871195-\$ or US-6804665-\$ or US-6553360-\$ or US-6724887-\$ or US-6049779-\$ or US-6324282-\$ or US-6560589-\$ or US-6700971-\$ or US-5864616-\$ or US-5500795-\$ or US-5535256-\$ or US-7181413-\$ or US-6775377-\$ or US-6128380-\$ or US-6115693-\$ or US-5684964-\$ or US-7039594-\$ or US-6038544-\$). did. or (US-5818907-\$).did. or (EP-915422-\$ or WO-2102097-\$). did.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 10:57
S9	27	IT adj Service adj Management	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/06/18 11:10
S22	11	(US-20050027816-\$ or US-20060161883-\$ or US-20020123983-\$).did. or (US-6272665-\$ or US-5953236-\$ or US-5191534-\$ or US-6675127-\$ or US-6370575-\$ or US-6256773-\$ or US-6222535-\$ or US-6154753-\$). did.	US-PGPUB; USPAT	OR	ON	2007/06/18 12:56
S6	8	information adj technology adj infrastructure adj library	US-PGPUB; USPAT; EPO; JPO	OR	ON	2007/06/18 12:56
S23	5	S22 and (build or deploy or relase)	US-PGPUB; USPAT	OR	ON	2007/06/18 12:57

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L3	138	("4558413"   "4809170"   "4823303"   "4862376"   "4912637"   "5051930"   "5228100"   "5233513"   "5267155"   "5278979"   "5301320"   "5404509"   "5459865"   "5490243"   "5541846"   "5564005"   "5666549"   "5704029"   "5721908"   "5724589"   "5737494"   "5737581"   "5787280"   "5805889"   "5805899"   "5835911"   "5862386"   "5884078"   "5890133"   "5907704"   "5953707"   "5974428"   "6151700"   "6170081"   "6173439").PN. OR ("2002/0123983"   "6154753"   "6256773").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/18 14:40
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| 12. ((LSU({QUALITY OF SERVICE}) OR LSU({SERVICE QUALITY}))) AND LSU({SOFTWARE INDUSTRY})) and (ITIL or ITSM)<br><i>Database:</i> Multiple databases...<br><i>Look for terms in:</i> Citation and abstract<br><i>Publication type:</i> All publication types                   | 0 result                    | <a href="#">Add to Search</a><br><a href="#">Set Up Alert</a> <input type="checkbox"/> |
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| 6. ((LSU({QUALITY OF SERVICE}) OR LSU({SERVICE QUALITY})) AND LSU({INFORMATION TECHNOLOGY}))<br><i>Database: Multiple databases...</i><br><i>Look for terms in: Citation and abstract</i><br><i>Publication type: All publication types</i>                      | <u>222 results</u>    | <div>Add to Search</div> <div>Set Up Alert </div>   |
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| 4. ("it service management") AND PDN(<8/1/2003)<br><i>Database: Multiple databases...</i><br><i>Look for terms in: Citation and abstract</i><br><i>Publication type: All publication types</i>   | <u>252 results</u>    | <div>Add to Search</div> <div>Set Up Alert </div>   |
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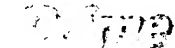
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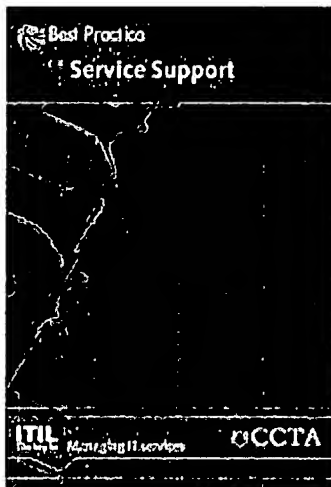


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					<a href="#">Apr 06, 2001</a> *	<a href="#">Jan 20, 2002</a>	<a href="#">Jan 25, 2003</a>	<a href="#">Jan 22, 2004</a>	<a href="#">Jan 22, 2005</a>
					<a href="#">Aug 08, 2001</a> *	<a href="#">May 31, 2002</a>	<a href="#">Feb 02, 2003</a>	<a href="#">Jan 28, 2004</a>	<a href="#">Feb 07, 2005</a>
					<a href="#">Sep 26, 2001</a>	<a href="#">Sep 24, 2002</a>	<a href="#">Feb 12, 2003</a>	<a href="#">Apr 11, 2004</a> *	<a href="#">Apr 17, 2005</a>
						<a href="#">Sep 27, 2002</a>	<a href="#">Mar 19, 2003</a>	<a href="#">May 19, 2004</a> *	<a href="#">Sep 05, 2005</a>
						<a href="#">Sep 29, 2002</a>	<a href="#">Mar 21, 2003</a>	<a href="#">May 27, 2004</a> *	
						<a href="#">Nov 22, 2002</a> *	<a href="#">Jun 06, 2003</a>	<a href="#">Jul 26, 2004</a> *	
						<a href="#">Nov 27, 2002</a>	<a href="#">Jun 18, 2003</a>	<a href="#">Jul 29, 2004</a> *	
							<a href="#">Jun 23, 2003</a>	<a href="#">Aug 13, 2004</a> *	
							<a href="#">Jul 22, 2003</a>	<a href="#">Sep 01, 2004</a> *	
							<a href="#">Oct 06, 2003</a>	<a href="#">Sep 19, 2004</a> *	
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